| Service Level Agreement | Target Performance | Current Performance |
|---|---|---|

### Customer Service

| Service Level Agreement | Target Performance | Current Performance | |
|---|---|---|---|
| Speed To Answer Calls | 90% Calls Answered Under 60 Seconds | 92% | 🟢 |
| Call Abandonment Rate | Less then 5% Abandoned | 3% | 🟢 |
| Level 1 Resolution Rate | 90% Of Calls Resolved By Level 1 | 94% | 🟢 |
| Email Response Rate | 98% Response within 1 business hour | 99% | 🟢 |
| User Sampling Survey | 95% Of Satisfied Customers | 96% | 🟢 |
| Resolution Of Incidents On Time - GMIS | 80% Calls Resolved Within 24 Business Hours | 78% | 🟡 |
| Resolution Of Incidents On Time | 90% Calls Resolved On Time *( By Grouping )* | 91% | 🟢 |

| | Target | Performance | | Count |
|---|---|---|---|---|
| Account Management | 8 Business Hours | 90% | 🟢 | 3497 |
| Applications | 16 Business Hours | 91.7% | 🟢 | 2096 |
| Data Management | 32 Business Hours | 87.3% | 🟡 | 197 |
| Database | 32 Business Hours | 94.4% | 🟢 | 36 |
| Hardware | 40 Business Hours | 90.9% | 🟢 | 1556 |
| Operating System | 24 Business Hours | 92.7% | 🟢 | 82 |
| Telecomm | 12 Business Hours | 91.3% | 🟢 | 749 |

<u>Major Issues</u>

> *Virus Outbreak*
> *SAN Problems*

### Network Availability

| Service Level Agreement | Target Performance | Current Performance | |
|---|---|---|---|
| CAN Availability ( Campus Area ) | 99.9% Availability | 99.9% | 🟢 |
| Dial-Up Availability | 99.9% Availability | 100% | 🟢 |
| Switch Availability | 99.9% Availability | 99.9% | 🟢 |
| VPN Availability | 99.9% Availability | 100% | 🟢 |
| WAN Availability ( Remote Sites ) | 98.9% Availability | 99.8% | 🟢 |

### Server and Storage Administration

| Service Level Agreement | Target Performance | | | Current Performance | |
|---|---|---|---|---|---|
| Overall Average Windows Server Availability | | | | 99.9% | 🟢 |
| Citrix Server Availability | 99.9% Availability | 100% | 🟢 | | |
| E-Mail Server Availability | 99.9% Availability | 100% | 🟢 | | |
| Shared File Server Availability | 99.9% Availability | 99.7% | 🟡 | | |
| SQL Server Availability | 99.9% Availability | 100% | 🟢 | | |
| Web/App Server Availability | 99.9% Availability | 100% | 🟢 | | |
| Overall Average Mainframe Availability | | | | 99.9% | 🟢 |
| IBM Mainframe Availability | 99.9% Availability | 99.9% | 🟢 | | |
| IMS Region Availability | 99.9% Availability | 99.9% | 🟢 | | |
| DB2 Connect Availability | 99.9% Availability | 99.9% | 🟢 | | |

### Account Management

| Service Level Agreement | Target Performance | Count | Current Performance | |
|---|---|---|---|---|
| Disable Network Account Requests | Disabled Within 4 Business hours ( 98.0% ) | 593 | 95.1% | 🟡 |
| New Network Account Requests | Creation Within 2 Business Days ( 99.0% ) | 669 | 99.4% | 🟢 |
| Privilege/Rights Change Requests | Change Within 8 Business Hours ( 97.0% ) | 2 | | ⚪ |

### Field Operations

| Service Level Agreement | Target Performance | Count | Current Performance | |
|---|---|---|---|---|
| New Workstation Installation | Installation Within 5 Business Days ( 98.0% ) | 46 | 100% | 🟢 |
| Peripheral and Software Installation | Installation Within 3 Business Days ( 98.0% ) | 307 | 95% | 🟡 |

| | |
|---|---|
| 🟢 | In compliance |
| 🟡 | Within Tolerance |
| 🔴 | Out of compliance |
| ⚪ | Insufficient data available this month |

Run Date    12/29/2010